

FACILITIES MANAGER

DISTINGUISHING FEATURES

The fundamental reason the Facilities Manager position exists is to manage and supervise all aspects of facility and maintenance operations for equestrian and special events at WestWorld. Work is performed in accordance with federal and state regulations and guidelines, and procurement and contract administration procedures and policies as prescribed by the City Manager's office. This class supervises the work of Maintenance Worker I, MWII and MWIII. Work is performed under general supervision of the WestWorld General Manager.

ESSENTIAL FUNCTIONS

Performs responsible administrative and managerial duties overseeing the operations at WestWorld. Establishes priorities; sets timeframes and deadlines; projects staffing needs and assigns work to employees. Makes adjustments in work schedules to accommodate abilities and skills of individuals, workloads, and work schedules. Establishes the standards of quality and quantity of work to be accomplished in meeting objectives for event users.

Serves as the equestrian liaison between the clients and operating staff to ensure the horse facilities and arena preparation, and physical set-up meet the requirements of the equestrian event

Communicates with customers, vendors, and City staff in order to answer questions, explain WestWorld policies, and handle complaints. Works closely with the WestWorld Event Manager to insure event details and required services are provided.

Develops and monitors maintenance and operating budgets; monitors materials and labor costs; prepares billings for the Operations division, oversees repair, routine and preventative maintenance on facilities and equipment; develops and monitors inventory control system.

Reviews the work of crews to ensure proper procedures and standards are followed; completes performance evaluations; addresses staff issues and resolves employee problems; mentors and fosters skills of staff; trains and oversees crews in equipment operation, job safety and OSHA regulations.

Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Manages fiscal resources to accomplish organizational objectives.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Principles and practices of facility and event operations

Management practices and procedures.

Event management related terminology, practices and procedures

Knowledge of OSHA guidelines and requirements

Ability to:

Interpret City ordinances, rules and regulations, and make rational decisions in accordance with established policy.

Plan, organize and review the work of staff members to ensure conformance to standards

Review procedures and problems and develop solutions and new systems

Listen and communicate effectively with a diverse group of people

Work as a strong leader of a large work group in a positive and effective manner.

Understanding of progressive disciplinary action and the ability to professionally and fairly evaluate employee's performance on varied levels.

Schedule equipment and personnel.

Prepare and monitor a budget.

Review work of crews to ensure proper safety procedures follow that of the city's Voluntary Protection Program with OSHA.

Train crew in equipment operation

Establish and maintain effective working relationships with co-workers, supervisors, contractors, vendors, and the general public

Operate a PC to compose reports and correspondence

Understand and interpret City ordinances, stipulations, codes, policies and procedures and understand the logic behind them

Communicate effectively with the public, staff and co-workers

Study problems and develop innovative solutions; prepare and present effective written and oral reports

Education & Experience

Requires four years experience in operations management as a supervisor/manager in the maintenance of an equestrian or special event facility. Experience with equestrian related events, with emphasis in arena preparations, show coordination, and all aspects of horse competitions required. This position requires considerable background with all practical aspects of operations, including inventory control, scheduling of shifts, OSHA requirements, and safety training. A high school diploma or G.E.D., with college coursework in facility management or business management a plus. Strong customer service skills and extensive experience responding to customer requests is required. Bilingual English/Spanish skills are highly desirable. Given the nature of the events at WestWorld, evening and weekend work is required.

Special Requirement

Individuals in this classification must possess a valid Arizona Commercial Driver's License (CDL) at the time of hire or promotion date. As a condition of continued employment, an individual of this classification must maintain a valid Arizona Commercial Driver's License (CDL) with appropriate endorsements. Individuals in this classification are subject to random, unannounced drug and alcohol testing to comply with the Department of Transportation (DOT) Federal Motor Carrier Safety Administration (FMCSA) regulations 49 Code of Federal Regulations (CFR) Part 382. They must have a good working knowledge of the requirements of Department of Transportation (DOT) Federal Motor Carrier Safety Administration (FMCSA) regulations, relating

to CDL license holders in the performance of safety-sensitive functions and the use and/or misuse of alcohol and controlled substances.

FLSA Status: Exempt

HR Ordinance Status: Unclassified